

BAMBOO & EUCALYPTUS FLOORING MAINTENANCE GUIDELINES

We hope you are pleased with your new floor. It looks great, doesn't it? To keep up its nice appearance, please follow these easy care and maintenance instructions.

Before You Begin, Some Important Notes:

Avoid Mineral Spirits: Never use mineral spirits to clean your bamboo flooring as they may damage your finish.

Don't Wet Mop Your Bamboo Floor - Be sure not to use a wet mop or leave any excess water on your floor.

Don't Steam Mop Your Bamboo Floor - Please note that using a steam mop on your floors will void your warranty and may cause irreparable damage. For further reading please visit this page: <http://flooring.about.com/od/floor-cleaning/a/How-To-Steam-Clean-Hardwood-Flooring.htm>

Always Test Cleaners On A Sacrificial Plank: To be sure you will not damage your floor, always test any chemicals or cleaners on an extra/leftover flooring plank to see what the final effect will be.

Use A Chair Mat Under Rolling Office Chairs: Always use a chair mat under a rolling office chair or your finish will wear away (this is true of all wood floors).

Keep a few planks

After installing your bamboo floors, keep at least a few extra planks to use as possible replacement boards or to test with new cleaning solutions. (If damage occurs or the finish is dulled from using a cleaner, it is better to find out on an extra plank than on your new floor.)

Avoid wet spills

Bamboo flooring has properties similar to wood flooring, so never leave any standing water on your floor. In case of a spill be sure to clean up the mess as quickly as possible.

Clean Regularly

For routine cleaning of your bamboo floor, any approved hardwood floor cleaning system such as Swiffer Wet Jet (with hardwood insert) or Bona Hardwood Cleaning System will work. We recommend that you test the cleaning system on an out-of-the-way area first to ensure it doesn't damage the finish.

Otherwise you can also use a soap-based concentrate solution that is approved for pre-finished wood floors. First, use a good broom or microfiber dry mop to remove excess dirt and debris from your floor. Second, pour 1/5th of an approved hardwood floor cleaner into a half a bucket of warm water. Third, dip your mop into the bucket but then ensure to completely wring out all water from it leaving it only lightly damp – then use this lightly damp mop to clean the floor.

Otherwise, here's a fast and simple home cleaning remedy, you can use one cup of white vinegar (instead of the concentrate cleaner) mixed into a normal sized bucket of warm water, just make sure use only a lightly damp mop as leaving excess water on the floor will damage it.

Surface/Finish Scratches

Minor scratches can occur on the surface of the floor's finish, which is designed to protect your bamboo flooring from damage. If scratches occur, first try to buff them out using a soft rag along with an acceptable hardwood floor cleaner.

We have found that after a few cleanings and normal foot traffic, light scratches tend to wear away. If a scratch remains, or you have a deep scratch that looks white in color, a tested remedy is to use mineral oil or almond oil on a soft rag to rub it out.

Deeper Grooves & Gashes

Large grooves or gashes can be avoided via the use of furniture pads under the legs of all heavy furniture including tables, chairs or couches. Take all the precautions you can when moving any type of furniture on your floor to avoid damage. If a large gouge occurs you can try Timbermate or Picobello floor repair kits. If that is unsuccessful, you have three options, which may require the help of a flooring professional:

Repair: Flooring professionals can repair certain gashes and gouges. They will use floor putty to fill the existing gouge and finish that small section with a new coating, but they may also be able to use urethane. Please check with your floor installer to see if this option is available to you.

Replace: Replacing a bamboo flooring board can be very tedious and, depending on the location of the damaged board, nearly impossible, however experienced carpenters or installers using the right tools can manage this.

Refinish: Your bamboo floors can be refinished. Refinishing a floor is a process of sanding down the floor to remove all scratches, gashes and dents. Once the floor is smooth and flawless, a new protective coating is applied unveiling an almost brand new floor. You will want to use a polyurethane finish, some installers have had good results with the Lenmar brand.

Cured Adhesive left on top of flooring

Warning: once adhesive cures on a wood flooring surface it is very tough to remove and may leave behind a dulled effect/area on your finish.

You can try the following method to remove the cured glue:

- 1) Pour a small amount of Bostik Urethane Adhesive Remover on the glue spot, or squeeze a small amount of remover from a Bostik Adhesive Remover Towel.
- 2) Let it sit for about 15 minutes.
- 3) Wipe the area clean.
- 4) Apply adhesive remover again to the same spot.
- 5) Let it sit for about a minute.
- 6) Use a Mr. Clean® Magic Eraser® to remove cured glue.
- 7) Clean the area well.

Oily Residue Adhesive Remover

If adhesive remover leaves an oily residue on your floor:

- 1) Wipe the area with a warm damp rag, which helps to loosen the oil.
- 2) Wipe the area with a dry rag to soak up and take away the oil.
- 3) Thoroughly clean the floor with an acceptable floor cleaner following the instructions above.

4) Repeat if necessary.

If you have a large room, work in sections to ensure that the damp rag is followed by the dry rag while the oils are still loose.

I accidentally damaged or wore through my finish, what do I do now?

We recommend that you enlist the help of professionals to assist you with finish repairs as they can be tricky. If you are confident that you can make the repair on your own, we advise that you practice your method first on a sacrificial flooring plank or area in the installation. You may use a buffer with varying 80/12/150 screens to achieve the desired smoothness and follow up with a matte-finish oil-based polyurethane for coating.

I'd like to add a protective coating or layer to my floor, how do I do that?

We've had some installers report positive results with using the following methods:

Option 1: first use two sealer layers of the Basic Commercial Catalyst Sealer on bottom and then apply two layers of Basic StreetShoe on top.

Option 2: Use IFT, water rinse, use Squeaky cleaner, apply TYKECOAT, then finish with Basic Street Shoe